Lenovo ThinkPlus warranty upgrade and ThinkPad protection offerings for ThinkPad notebooks

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At a glance

Lenovo® delivers an enhanced portfolio of ThinkPlus® offerings adding new warranty upgrades and bundled offerings for ThinkPad® notebooks. The bundled offerings including both ThinkPad protection and the HDD or solid state drive retention upgrades.

The portfolio now gives up to:

- Four years warranty coverage for products with a one-year base warranty.
- Five years warranty coverage for products with a three- or four-year base warranty including special bid machine types.

Refer to the Description section for full details

Overview

The ThinkPlus warranty upgrade and ThinkPad protection offerings are only available from Lenovo. These offerings can provide up to five years of hardware maintenance coverage and accident protection coverage, including the machine warranty period, in an electronic format.

The easy registration process of the attractively priced ThinkPlus offerings helps to ensure that a high-quality maintenance service can be provided.

These ThinkPlus offerings are available through the same Business Partners who sell the relating Lenovo hardware. The intention is to enable the Business Partner to offer his customer an off-the-shelf warranty upgrade or post warranty offering at the time the customer purchases their machine.

To enable the Business Partners to select the correct ThinkPlus offering for a particular machine type, a services selection guide is available, providing a cross reference list of PhysicalPac, ThinkPlus, and ThinkPad protection offerings to applicable machine types.

The Lenovo ThinkPlus warranty upgrade and ThinkPad protection offerings for ThinkPad have a part number and can be ordered through UPOS/SAP in the same manner as Lenovo products. To be eligible for service, and to maximize the upgraded warranty coverage period, ideally a ThinkPlus offering should be purchased by the customer within 30 days of the purchase of the machine type to which it applies. It is possible for upgrades to be purchased and registered at any time during a machines base warranty period but this reduces the upgraded coverage period. All offerings must be registered by the customer within 21 days of its purchase by completing the e-mail-based online registration process provided.

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Key prerequisites

The offerings in this announcement are only applicable to Lenovo ThinkPad machine types.

Planned availability date

October 20, 2009

Description

Definitions

The following abbreviations are used in this document.

- Next business day = NBD
- Customer carry-in repair = CCR
- On-site repair next business day = OSR NBD
- Hard disk drive or solid state drive retention = HDD
- ThinkPad Protection = TPP

Announcement details

Lenovo delivers an enhanced portfolio of ThinkPlus offerings adding warranty upgrades and bundled offerings, with ThinkPad protection and HDD or solid state drive retention. These offerings give up to four years warranty coverage for products with a one-year base warranty and up to five years warranty coverage for products with a three-year base warranty. They add warranty offerings to cover the four-year base warranty special bid machine types.

Lenovo ThinkPlus warranty upgrade and ThinkPad protection offerings

Following are the SAP orderable part numbers and the compatible Lenovo machine types they are valid for.

EMEA Region 1 offerings

The following part numbers, identified by the "L" denominator, unless otherwise stated are available in the following countries:

- Austria (1)
- Belgium (1)
- Denmark (1)
- Finland (1)
- France (1)
- Germany (1)
- Ireland (1)(5)
- Israel
- Italy (1)
- Luxembourg
- Netherlands (1)
- Norway (1)
- Portugal

- Spain (1)
- Switzerland (1)
- Sweden (1)
- UK (1)

Notes:
(1) ThinkPad protection offerings are available in these countries.
(5) Courier collect offerings are only valid in Ireland
    for 30 miles round Dublin city Centre. Outside this
    area TPP will be performed via Customer Carry In
    to the repair depot.

Lenovo ThinkPlus warranty upgrade and ThinkPad protection (UPG) offerings for ThinkPad one-year CCR base warranty machine types

ThinkPlus Part No.	ThinkPlus ID No.	ThinkPlus Description
73Y2755	L930	UPG 1Yr CCR to 1Yr CCR+HDD
41K0406	L566	UPG 1Yr CCR to 1Yr CCR+TPP
73Y2764	L939	UPG 1Yr CCR to 1Yr CCR+HDD+TPP
41C9434	L55	UPG 1Yr CCR to 3Yr CCR
73Y2756	L931	UPG 1Yr CCR to 3Yr CCR+HDD
41K0407	L567	UPG 1Yr CCR to 3Yr CCR+TPP
73Y2765	L940	UPG 1Yr CCR to 3Yr CCR+HDD+TPP
41E9873	L518	UPG 1Yr CCR TO 4Yr CCR
73Y2757	L932	UPG 1Yr CCR to 4Yr CCR+HDD
41K0410	L570	UPG 1Yr CCR to 4Yr CCR+TPP
73Y2766	L941	UPG 1Yr CCR to 4Yr CCR+HDD+TPP
73Y2754	L929	UPG 1Yr CCR to 1Yr Courier Collect
73Y2758	L933	UPG 1Yr CCR to 1Yr Courier Collect+HDD
73Y2763	L938	UPG 1Yr CCR to 1Yr Courier Collect+TPP
73Y2767	L942	UPG 1Yr CCR to 1Yr Courier Collect+HDD+TPP
41C9435	L56	UPG 1Yr CCR to 3Yr Courier Collect
73Y2759	L934	UPG 1Yr CCR to 3Yr Courier Collect+HDD
41K0408	L568	UPG 1Yr CCR to 3Yr Courier Collect+TPP
73Y2768	L943	UPG 1Yr CCR to 3Yr Courier Collect+HDD+TPP
41E9875	L520	UPG 1Yr CCR TO 4Yr Courier Collect
73Y2760	L935	UPG 1Yr CCR TO 4Yr Courier Collect+HDD
41K0411	L571	UPG 1Yr CCR TO 4Yr Courier Collect+TPP
73Y2769	L944	UPG 1Yr CCR TO 4Yr Courier Collect+HDD+TPP
46D5035	L667	UPG 1Yr CCR to 1Yr OSR NBD
73Y2761	L936	UPG 1Yr CCR to 1Yr OSR NBD+HDD
41K0409	L669	UPG 1Yr CCR to 1Yr OSR NBD+TPP
73Y2770	L945	UPG 1Yr CCR to 1Yr OSR NBD+HDD+TPP
41C9431	L44	UPG 1Yr CCR to 3Yr OSR NBD
46D5026	L658	UPG 1Yr CCR TO 3Yr OSR NBD+HDD
46D5037	L569	UPG 1Yr CCR TO 3Yr OSR NBD+TPP
46D5032	L664	UPG 1Yr CCR TO 3Yr OSR NBD+HDD+TPP
41E9874	L519	UPG 1Yr CCR TO 4Yr OSR NBD
73Y2762	L937	UPG 1Yr CCR TO 4Yr OSR NBD+HDD
41K0412	L572	UPG 1Yr CCR TO 4Yr OSR NBD+TPP
73Y2771	L946	UPG 1Yr CCR TO 4Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

0657 0658 0672 0673 1829 1834 1843 1844
1846 1858 2081 2242 2261 2386 2388 2511
2512 2527 2529 2530 2681 2684 2712 2713
2714 2722 2731 2732 2738 2743 2746 2754
2757 2764 2777 2782 2784 2801 2809 2881
2884 2887 4058 6465 6470 6471 6480 6481
7417 7443 7445 7448 7454 7465 7649 7650

7732 7738 7742 7755 8914 8918 8930 8932
8942 8943 9450 9451 9455 9456 9460 9461

Lenovo ThinkPlus warranty upgrade and ThinkPad protection (UPG) offerings for ThinkPad three-year CCR base warranty machine types

ThinkPlus Part No.	ThinkPlus ID No.	ThinkPlus Description
73Y2775	L950	UPG 3Yr CCR to 3Yr CCR+HDD
41K0420	L573	UPG 3Yr CCR to 3Yr CCR+TPP
73Y2786	L961	UPG 3Yr CCR to 3Yr CCR+HDD+TPP
41E9876	L521	UPG 3Yr CCR to 4Yr CCR
73Y2776	L951	UPG 3Yr CCR to 4Yr CCR+HDD
41K0423	L576	UPG 3Yr CCR to 4Yr CCR+TPP
73Y2787	L962	UPG 3Yr CCR to 4Yr CCR+HDD+TPP
73Y2772	L947	UPG 3Yr CCR to 5Yr CCR
73Y2777	L952	UPG 3Yr CCR to 5Yr CCR+HDD
73Y2783	L958	UPG 3Yr CCR to 5Yr CCR+TPP
73Y2788	L963	UPG 3Yr CCR to 5Yr CCR+HDD+TPP
41C9436	L57	UPG 3Yr CCR to 3Yr Courier Collect
73Y2778	L953	UPG 3Yr CCR to 3Yr Courier Collect+HDD
41K0421	L574	UPG 3Yr CCR to 3Yr Courier Collect+TPP
73Y2789	L964	UPG 3Yr CCR to 3Yr Courier Collect+HDD+TPP
41E9878	L523	UPG 3Yr CCR to 4Yr Courier Collect
73Y2779	L954	UPG 3Yr CCR to 4Yr Courier Collect+HDD
41K0424	L577	UPG 3Yr CCR to 4Yr Courier Collect+TPP
73Y2790	L965	UPG 3Yr CCR to 4Yr Courier Collect+HDD+TPP
73Y2773	L948	UPG 3Yr CCR to 5Yr Courier Collect
73Y2780	L955	UPG 3Yr CCR to 5Yr Courier Collect+HDD
73Y2784	L959	UPG 3Yr CCR to 5Yr Courier Collect+TPP
73Y2791	L966	UPG 3Yr CCR to 5Yr Courier Collect+HDD+TPP
41C9432	L45	UPG 3Yr CCR to 3Yr OSR NBD
46D5027	L659	UPG 3Yr CCR to 3Yr OSR NBD+HDD
41K0422	L575	UPG 3Yr CCR to 3Yr OSR NBD+TPP
46D5033	L665	UPG 3Yr CCR to 3Yr OSR NBD+HDD+TPP
41E9877	L522	UPG 3Yr CCR to 4Yr OSR NBD
73Y2781	L956	UPG 3Yr CCR to 4Yr OSR NBD+HDD
41K0425	L578	UPG 3Yr CCR to 4Yr OSR NBD+TPP
73Y2792	L967	UPG 3Yr CCR to 4Yr OSR NBD+HDD+TPP
73Y2774	L949	UPG 3Yr CCR to 5Yr OSR NBD
73Y2782	L957	UPG 3Yr CCR to 5Yr OSR NBD+HDD
73Y2785	L960	UPG 3Yr CCR to 5Yr OSR NBD+TPP
73Y2793	L968	UPG 3Yr CCR to 5Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

0659 0674 1702 1704 1706 1951 1830 1832
1847 1860 1866 1869 1871 2007 2055 2082
2089 2243 2371 2373 2513 2525 2531 2668
2672 2682 2716 2717 2723 2733 2734 2752
2758 2765 2767 2774 2776 2783 2786 2808
2815 2888 4413 4414 4061 4062 6363 6366
6369 6372 6457 6460 6463 6466 6473 6474
6477 6478 7439 7449 7450 7455 7458 7466
7469 7659 7660 7663 7664 7666 7669 7673
7733 7743 7762 7767 8741 8744 8889 8892
8895 8898 8919 8933 8944 9442 9448 9452
9457 9462

Lenovo ThinkPlus warranty upgrade and ThinkPad protection (UPG) offerings for ThinkPad three-year OSR NBD base warranty machine types

ThinkPlus ThinkPlus ThinkPlus

Part No.	ID No.	Description
46D5028	L660	UPG 3Yr OSR NBD to 3Yr OSR NBD+HDD
41K0473	L580	UPG 3Yr OSR NBD to 3Yr OSR NBD+TPP
46D5034	L666	UPG 3Yr OSR NBD to 3Yr OSR NBD+HDD+TPP
41E9879	L524	UPG 3Yr OSR NBD to 4Yr OSR NBD
73Y2795	L970	UPG 3Yr OSR NBD to 4Yr OSR NBD+HDD
41K0426	L579	UPG 3Yr OSR NBD to 4Yr OSR NBD+TPP
73Y2798	L973	UPG 3Yr OSR NBD to 4Yr OSR NBD+HDD+TPP
73Y2794	L969	UPG 3Yr OSR NBD to 5Yr OSR NBD
73Y2796	L971	UPG 3Yr OSR NBD to 5Yr OSR NBD+HDD
73Y2797	L972	UPG 3Yr OSR NBD to 5Yr OSR NBD+TPP
73Y2799	L974	UPG 3Yr OSR NBD to 5Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

1703 1707 1848 1861 1867 1872 1874 1952
2008 2056 2241 2372 2374 2514 2532 2669
2673 2718 2753 2768 2787 2823 4052 4057
4063 6364 6370 6458 6464 6475 7440 7453
7459 7470 7661 7665 7667 7674 7735 7751
7763 8742 8890 8896 8927 8935 9443 9453
9459 9464

Lenovo ThinkPlus warranty upgrade and ThinkPad protection (UPG) offerings for ThinkPad four-year CCR base warranty machine types

ThinkPlus Part No.	ThinkPlus ID No.	ThinkPlus Description
73Y2805	L980	UPG 4Yr CCR to 4Yr CCR+HDD
73Y2811	L986	UPG 4Yr CCR to 4Yr CCR+TPP
73Y2817	L992	UPG 4Yr CCR to 4Yr CCR+HDD+TPP
73Y2800	L975	UPG 4Yr CCR to 5Yr CCR
73Y2806	L981	UPG 4Yr CCR to 5Yr CCR+HDD
73Y2812	L987	UPG 4Yr CCR to 5Yr CCR+TPP
73Y2818	L993	UPG 4Yr CCR to 5Yr CCR+HDD+TPP
73Y2801	L976	UPG 4Yr CCR to 4Yr Courier Collect
73Y2807	L982	UPG 4Yr CCR to 4Yr Courier Collect+HDD
73Y2813	l988	UPG 4Yr CCR to 4Yr Courier Collect+TPP
73Y2819	L994	UPG 4Yr CCR to 4Yr Courier Collect+HDD+TPP
73Y2802	L977	UPG 4Yr CCR to 5Yr Courier Collect
73Y2808	L983	UPG 4Yr CCR to 5Yr Courier Collect+HDD
73Y2814	L989	UPG 4Yr CCR to 5Yr Courier Collect+TPP
73Y2820	L995	UPG 4Yr CCR to 5Yr Courier Collect+HDD+TPP
73Y2803	L978	UPG 4Yr CCR to 4Yr OSR NBD
73Y2809	L984	UPG 4Yr CCR to 4Yr OSR NBD+HDD
73Y2815	L990	UPG 4Yr CCR to 4Yr OSR NBD+TPP
73Y2821	L996	UPG 4Yr CCR to 4Yr OSR NBD+HDD+TPP
73Y2804	L979	UPG 4Yr CCR to 5Yr OSR NBD
73Y2810	L985	UPG 4Yr CCR to 5Yr OSR NBD+HDD
73Y2816	L991	UPG 4Yr CCR to 5Yr OSR NBD+TPP
73Y2822	L997	UPG 4Yr CCR to 5Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

0675 1955 2009 2023 2046 2083 2246 2263
2375 2507 2509 2719 2736 2748 2763 2769
2778 2788 2824 4064 6367 6373 6377 6378
6461 6467 7425 7446 7670 7678 7736 7753
7768 8745 8747 8893 8899 8928 8936 8948
9444 9446

Lenovo ThinkPlus warranty upgrade and ThinkPad protection (UPG) offerings for ThinkPad four-year OSR NBD base warranty machine types

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ThinkPlus ThinkPlus ThinkPlus
Part No.  ID No.    Description

73Y2824   L999      UPG 4Yr OSR NBD to 4Yr OSR NBD+HDD
73Y2826   L401      UPG 4Yr OSR NBD to 4Yr OSR NBD+TPP
73Y2828   L403      UPG 4Yr OSR NBD to 4Yr OSR NBD+HDD+TPP

73Y2823   L998      UPG 4Yr OSR NBD to 5Yr OSR NBD
73Y2825   L400      UPG 4Yr OSR NBD to 5Yr OSR NBD+HDD
73Y2827   L402      UPG 4Yr OSR NBD to 5Yr OSR NBD+TPP
73Y2829   L404      UPG 4Yr OSR NBD to 5Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

     0660 1956 1959 2024 2047 2087 2247 2266
     2508 2510 2637 2672 2720 2737 2749 2773
     2779 2789 2825 4065 6368 6374 6379 6462
     6468 7434 7447 7671 7679 7754 7769 8746
     8749 8894 8900 8929 8937 8949 9445 9447
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EMEA Region 2 offerings

The following part numbers, identified by the "C" OR "L" denominator, unless otherwise stated are available in the following countries:

- Bulgaria
- Croatia
- Czech Republic (1)(2)
- Greece (1)(4)
- Hungary
- Poland (1)(2)
- Romania
- Russia (3)
- Slovakia
- Slovenia
- South Africa (1)
- Turkey

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Notes:
  (1) TPP offerings are only available in these
      countries.
  (2) TPP will be performed through the Lenovo authorized warranty
      providers in these countries.
  (3) Only these offerings are available in Russia
  (4) Courier collect offerings are not valid for Greece, TPP will be
      performed via Customer carry-in to the repair depot.
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Lenovo ThinkPlus warranty upgrade and Thinkpad protection (UPG) offerings for ThinkPad one-year CCR base warranty machine types

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ThinkPlus ThinkPlus ThinkPlus
Part No.  ID No.    Description

10N3148(3)C530      UPG 1Yr CCR to 3Yr CCR
10N3149(3)C531      UPG 1Yr CCR to 4Yr CCR
41K0406   L566      UPG 1Yr CCR to 1Yr CCR+TPP
41K0407   L567      UPG 1Yr CCR to 3Yr CCR+TPP
41K0410   L570      UPG 1Yr CCR to 4Yr CCR+TPP
41K0408   L568      UPG 1Yr CCR to 3Yr Courier Collect+TPP
41K0411   L571      UPG 1Yr CCR TO 4Yr Courier Collect+TPP

46D5036   C668      UPG 1Yr CCR to 1Yr OSR NBD
12X6453(3)C637      UPG 1Yr CCR to 3Yr OSR NBD
12X6454(3)C638      UPG 1Yr CCR to 4Yr OSR NBD
46D5037   L669      UPG 1Yr CCR TO 1Yr OSR NBD+TPP
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41K0409	L569	UPG 1Yr CCR TO 3Yr OSR NBD+TPP
41K0412	L572	UPG 1Yr CCR TO 4Yr OSR NBD+TPP
46D5023	C655	UPG 1Yr CCR to 3Yr OSR NBD+HDD
46D5032	L664	UPG 1Yr CCR TO 3Yr OSR NBD+HDD+TPP

Eligible machine types (all models)

0657 0658 0672 0673 1829 1834 1843 1844
1846 1858 2081 2242 2261 2386 2388 2511
2512 2527 2529 2530 2681 2684 2712 2713
2714 2722 2731 2732 2738 2743 2746 2754
2757 2764 2777 2782 2784 2801 2809 2881
2884 2887 4058 6465 6470 6471 6480 6481
7417 7443 7445 7448 7454 7465 7649 7650
7732 7738 7742 7755 8914 8918 8930 8932
8942 8943 9450 9451 9455 9456 9460 9461

Lenovo ThinkPlus warranty upgrade and Thinkpad protection (UPG) offerings for ThinkPad three-year CCR base warranty machine types

ThinkPlus Part No.	ThinkPlus ID No.	ThinkPlus Description
10N3152(3)	C534	UPG 3Yr CCR to 4Yr CCR
12X6455(3)	C639	UPG 3Yr CCR to 3Yr OSR NBD
46D5024	C656	UPG 3Yr CCR to 3Yr OSR NBD+HDD
12X6456(3)	C640	UPG 3Yr CCR to 4Yr OSR NBD
41K0420	L573	UPG 3Yr CCR to 3Yr CCR+TPP
41K0423	L576	UPG 3Yr CCR to 4Yr CCR+TPP
41K0421	L574	UPG 3Yr CCR to 3Yr Courier Collect+TPP
41K0424	L577	UPG 3Yr CCR to 4Yr Courier Collect+TPP
41K0422	L575	UPG 3Yr CCR to 3Yr OSR NBD+TPP
46D5033	L665	UPG 3Yr CCR to 3Yr OSR NBD+HDD+TPP
41K0425	L578	UPG 3Yr CCR to 4Yr OSR NBD+TPP

Eligible machine types (all models)

0659 0674 1702 1704 1706 1830 1832 1847
1860 1866 1869 1871 1951 2007 2055 2082
2089 2243 2371 2373 2513 2525 2531 2668
2672 2682 2716 2717 2723 2733 2734 2752
2758 2765 2767 2774 2776 2783 2786 2808
2815 2888 4061 4062 4413 4414 6363 6366
6369 6372 6457 6460 6463 6466 6473 6474
6477 6478 7439 7449 7450 7455 7458 7466
7469 7659 7660 7663 7664 7666 7669 7673
7733 7743 7762 7767 8741 8744 8889 8892
8895 8898 8919 8933 8944 9442 9448 9452
9457 9462

Lenovo ThinkPlus warranty upgrade and Thinkpad protection (UPG) offerings for ThinkPad three-year OSR NBD base warranty machine types

ThinkPlus Part No.	ThinkPlus ID No.	ThinkPlus Description
41K0489(3)	C588	UPG 3Yr OSR NBD to 4Yr OSR NBD
46D5025	C657	UPG 3Yr OSR NBD to 3Yr OSR NBD+HDD

Eligible machine types (all models)

1703 1707 1848 1861 1867 1872 1874 1952
2008 2056 2241 2372 2374 2514 2532 2669
2673 2718 2753 2768 2787 2823 4052 4057
4063 6364 6370 6458 6464 6475 7440 7453
7459 7470 7661 7665 7667 7674 7735 7751
7763 8742 8890 8896 8927 8935 9443 9453
9459 9464

Offering descriptions

ThinkPad products with a one-year CCR base warranty

Unless otherwise noted these offerings are only available during normal country office hours, excluding public and national holidays.

- Customer carry-in offerings
  - One year, customer carry-in repair service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - One year, customer carry-in repair service including TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - One year, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Three years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three years, customer carry-in repair service including TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three years, customer carry-in repair service including TPP and HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Four years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four years, customer carry-in repair service including TPP This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
- Courier collect offerings
  - One year, courier collect service. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - One year, courier collect service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - One year, courier collect service including TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - One year, courier collect service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.

  - Three years, courier collect service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three years, courier collect service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three years, courier collect service including TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Four years, courier collect service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four years, courier collect service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four years, courier collect service including TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period expires.
- On-site offerings
  - One year, on-site repair service with a NBD response target. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - One year, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - One year, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - One year, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Three years, on-site repair service with a NBD response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Three years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Four years, on-site repair service with a NBD response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty

period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 36 months after the warranty period expires.
  - Four years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 36 months after the warranty period expires.

ThinkPad products with a three-year CCR or OSR NBD base warranty

Unless otherwise noted these offerings are only available during normal country business hours, excluding public and national holidays.

- Customer carry-in offerings (3 Yr CCR Base warranty only)
  - Three years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Three years, customer carry-in repair service including TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Three years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Four years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four years, customer carry-in repair service including TPP This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five years, customer carry-in repair service including TPP This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
- Courier collect offerings (3 Yr CCR Base warranty only)

  - Three years, courier collect service. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Three years, courier collect service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Three years, courier collect service including TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Three years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Four years, courier collect service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four years, courier collect service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four years, courier collect service including TPP This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, courier collect service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five years, courier collect service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five years, courier collect service including TPP This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period expires.
- On-site offerings
  - Three years, on-site repair service, with a NBD response target. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Three years, on-site repair service, with a NBD response target including HDD. This offering is valid from the purchase date of the ThinkPlus and runs and ends concurrently with warranty period of the machine type.
  - Three years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the ThinkPlus, and runs and ends concurrently with warranty period of the machine type.
  - Three years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, and runs and ends concurrently with warranty period of the machine type.
  - Four years, on-site repair service, with a NBD response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an extra 12 months after the warranty period of the machine type ends.
  - Four years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently

with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Four years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, on-site repair service, with a NBD response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an extra 24 months after the warranty period of the machine type ends.
  - Five years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.
  - Five years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period expires.

ThinkPad products with a four-year CCR or OSR NBD base warranty

Unless otherwise noted these offerings are only available during normal country business hours, excluding public and national holidays.

- Customer Carry-in offerings (4 Yr CCR base warranty only).
  - Four years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period: of the machine type.
  - Four years, customer carry-in repair service including TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Four years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Five years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, customer carry-in repair service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, customer carry-in repair service including TPP This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, customer carry-in repair service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
- Courier collect offerings (4 Yr CCR base warranty only)
  - Four years, courier collect service. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.

  - Four years courier collect service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Four years, courier collect service including TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Four years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Five years, courier collect service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, courier collect service including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, courier collect service including TPP This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, courier collect service including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period expires.
- On-site offerings
  - Four years, on-site repair service, with a NBD response target. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
  - Four years, on-site repair service, with a NBD response target including HDD. This offering is valid from the purchase date of the ThinkPlus and runs and ends concurrently with warranty period of the machine type.
  - Four years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the ThinkPlus, and runs and ends concurrently with warranty period of the machine type.
  - Four years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, and runs and ends concurrently with warranty period of the machine type.
  - Five years, on-site repair service, with a NBD response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an extra 12 months after the warranty period of the machine type ends.
  - Five years, on-site repair service with a NBD response target including HDD. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, on-site repair service with a NBD response target including TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.
  - Five years, on-site repair service with a NBD response target including HDD and TPP. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period expires.

Notes:

- The customer must register their ThinkPlus offering to activate the service. This will avoid any further delay due to entitlement verifications.
- The ThinkPlus offerings contained with this announcement letter do not cover the system battery.
- Some parts of Lenovo machines are designated as customer replaceable units (CRUs), such as keyboards, memory, or HDDs.

CRU activities

Lenovo provides CRUs to you for replacement by you. You must return all defective CRUs to Lenovo within 30 days of receiving your replacement CRU. You are responsible for downloading designated machine code and other updates from a Lenovo internet web site or from other electronic media, and following the instructions that Lenovo provides. If appropriate CRUs may be provided to you under all service types.

Service activity descriptions

Problem determination

Lenovo will perform Problem Determination remotely. You are requested to work with Lenovo during Problem Determination and to perform those activities that Lenovo may request. The Problem Determination aim is to identify whether the problem resides with your Lenovo machine or with other machines or software. If the Problem Determination result is that your Lenovo machine is failing and not functioning then the appropriate actions for the warranty or warranty upgrade will be put in place.

The customer is responsible for ensuring that all data on their ThinkPad is backed up prior to an repair being attempted. Failure to do so will result in loss of data if the HDD or SDD is replaced or reloaded as part of the repair process.

Customer carry-in repair

You are requested to take your failing ThinkPad to the nearest Authorized Warranty Service Provider (AWSP) or Repair Depot where your ThinkPad will be exchanged or repaired. The AWSP or Repair Depot will inform you when your repaired or exchanged ThinkPad is ready for collection.

Courier collect service

This service is only applicable to Lenovo ThinkPad products

The customer will disconnect the failing machine for collection arranged by Lenovo. A courier will pick up the customer's ThinkPad and deliver it to the Lenovo repair depot. Following its repair or exchange, Lenovo will arrange the delivery of the repaired ThinkPad to the same customer location where it was originally collected.

The customer is responsible for its installation and verification.

On-site repair service -- NBD

A service technician will be dispatched to arrive at your location within the next business day from the time the Problem Determination is finished. In all other cases the date and time for on-site intervention will be mutually agreed upon. The next business day response time is an average target and not a committed service level, neither for response time nor for problem resolution time.

On-site repair service activities

Lenovo will either repair or exchange the failing machine at your location and verify its functionality. You must provide a suitable working area that is safe, clean, and well lit, to allow disassembly and reassemble of the Lenovo machine.

On-site repair service activities with HDD retention

In addition to the activities for repair service the customer or his appointed representative may retain any or all HDDs or SSDs removed from the machine if it has been replaced as part of the repair process or, if the machine is to be removed

from the customers control or presence, any or all HDDs or SSDs can be removed and retained by the customer or his appointed representative.

ThinkPad Protection

Lenovo will perform problem determination remotely. You are requested to work with Lenovo during problem determination and to perform those activities that Lenovo may request. The problem determination aim is to identify the accidental damage to your Lenovo machine and confirm that the damage is covered by your ThinkPad Protection offering. If the problem determination result is that your Lenovo machine is damaged due to an accident, then arrangements will be made (in countries where the service is available) for a courier to collect the damaged machine so that repair can be carried out.

In countries where courier collect service is not available, ThinkPad Protection service is to be carried out via the basic Customer Carry-in Service, bringing the damaged machine to an Authorized Warranty Service Provider or Repair Depot as appropriate.

Contact Lenovo to determine the level of service available in your country.

Accidental damage

Damage to your equipment by a sudden, unexpected accidental act that affects the operational workings of the equipment.

Exclusions

The ThinkPad Protection element of this offering does not cover:

- Damage that is cosmetic and does not affect the functionality of the equipment, such as scratches and dents
- Parts intended to be replaced or consumed, such as batteries
- Defective design, workmanship or failures otherwise covered by the equipment's Statement of Limited Warranty
- Damage due to mechanical or electrical breakdown not caused by accidental damage
- Normal wear and tear
- Damage due to negligence, incorrect use or intentional damage
- Damage caused by acts of terrorism, war, flood, or other force majeure
- Damage caused by ionizing radiation, contamination by radiation or by pressure waves as a result of aircraft and other aerial devices traveling at supersonic or sonic speeds
- Damage or failures recoverable through the equipment's Statement of Limited Warranty, other insurance or guarantees
- Damage caused by a fire from either an internal or external source

The ThinkPad Protection element of this offering does not provide coverage for:

- Theft of the equipment
- Loss of the equipment
- Any loss of, or damage to, any software preloaded on, or purchased with or otherwise loaded onto the equipment. The customer is responsible for all data stored on the equipment and Lenovo do not provide any data recovery assistance with this policy.
- Your equipment where a repair has been attempted, without authorization from our agent, then your policy will terminate, no refund will be due and we will not reimburse you for any repairs carried out.

Maximum claims limit

The maximum total claim limit under these types of offerings shall be up to, but not more than, the replacement cost of the equipment. The total claim limit shall include all claims made under these types of offerings during the period of cover. Replacement cost will be the cost of same or similar specification equipment as the equipment originally purchased from Lenovo. In the event that the replacement equipment cost will exceed the maximum claim limit, we reserve the right to provide cash settlement up to the maximum claim limit.

Damage to parts not covered by TPP or base warranty

Where a part has been damaged that is not covered by either TPP or the base warranty then, if it is available, a replacement may be purchased directly form Lenovo.

Prices

Prices for Lenovo ThinkPlus warranty upgrade and ThinkPad protection offerings for ThinkPad can be obtained from your local Lenovo Business Partner or sales representative.

Announcement countries

The Lenovo ThinkPlus warranty upgrade and ThinkPad protection offerings for ThinkPad are only available in the following countries. Geographic restrictions may exist within some countries including those already noted for on-site and courier-based offerings. Customers should confirm with their Business partner or Lenovo sales representative that the warranty upgrade offering is valid for their Lenovo machines locations.

Requests for service for machines outside of the coverage area will be delivered using the highest available service level up to but not exceeding the service level of the upgrade. Requests for service in countries not included in the announcement list below will be delivered under the machines base warranty applying international warranty rules.

Refer to the Lenovo web site for full information on international warranty

http://www.lenovo.com

- Austria
- Belgium
- Bulgaria(1)
- Croatia
- Czech Republic
- Denmark
- Finland
- France(2)
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Luxembourg
- Netherlands
- Norway

- Poland
- Portugal
- Romania
- Russia(3)
- Slovakia
- Slovenia(4)
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- United Kingdom (5)

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Notes:
 (1)  Bulgaria is limited to the capital Sofia for on-site service.
 (2)  Excluding DOM/TOM and all other French overseas
      territories and dependencies.
 (3)  Russia is limited to 100km radius from the centre of Moscow
      for on-site service.
 (4)  Slovenia is limited to 50 km radius of Ljubljana for
      on-site service.
 (5)  Mainland U.K. only for on-site service.
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